

**DCSS P3 PROGRAM
CASE CLOSURE WORKGROUP
AUGUST 28, 2000 MEETING
MEETING SUMMARY**

A. GENERAL

On Monday, August 28, 2000, the California Department of Child Support Services (DCSS) Policies, Procedures, and Practices (P3) Program, Case Closure Workgroup held its third session in Sacramento. The following members attended:

- ☒ Brown, Martin – DCSS Analyst
- ☒ Flores, Ed – DCSS Analyst (Co-Leader)
- ☒ Gallacher, Shari – Small County Representative
- ☒ Hill, Denise – FTB Representative
- ☐ Jacobs, Jennifer – Advocate Representative
- ☒ Martinez, Juan – FTB Representative
- ☒ Meyerstein, Michael – Medium County Representative
- ☒ Todd, Liz – Large County Representative
- ☒ Townsley Jorie – Medium County Representative
- ☒ Snider, Melanie – Advocate Representative
- ☒ Wells, Dale – Judicial Council Representative
- ☐ Womack, Velma – Large County Representative (Co-Leader)

Attending *ex officio* were:

- ☒ Kathie Lalonde, Facilitator (SRA International)

This meeting summary highlights points covered, material discussed, decisions made, and follow-up tasks for forthcoming sessions. Comments and corrections should be addressed to *Mike Meyerstein* at mmeyerst@co.tulare.ca.us.

B. REVIEW OF LAST MEETING'S MINUTES

Ed Flores opened the discussion with a review of the prior meeting minutes.

Corrections

Regulations concerning need for CP to complete Attestation statement to obtain Welfare stems from the Sahi case, which was a state case, not federal (as stated in the 8/14 minutes). Also, the regulation concerning 6 months of CP Locate prior to refunding money to NCP is a state regulation, not federal.

Review of Other P3 Groups

Ed Flores reported that the optimum caseload figure recommended by the Caseworker Staffing group was 300 cases per worker. Shari Gallagher reminded Ed Flores that optimum caseload for offices with a call center is in the 500 to 800 range.

C. TODAY'S TENTATIVE AGENDA

10:00-10:15	Business, updates, lunch, etc.	
10:15-10:30	Review/and notes from other P3 group meetings	Ed
10:30-11:00	Insights from 8/24 Steering Committee meeting	Jorrie/Shari/Ed
11:15-11:30	Info. on ParoleLEADS	Mike M.
11:30-11:45	Info. on SSA verification	Kathie L.
11:45-12:00	Info. on Encusal	Melanie S.
12:00	Lunch	
12:30-13:00	Info on closing interstate case closure	Shari, Mike, Liz, et al.
13:30-14:00	12-302.1(l) "retroactive child support only"	All
14:00-14:30	12-302.1(m) CP moves to new state/county	All
14:30-15:20	45 CFR 303.11(b)(4)(i) state-only Locate (soft closure)	All
15:20-15:30	Homework/future agenda/tie-up	All

D. AUGUST 24, 2000 STEERING COMMITTEE

Shari Gallagher provided insights from the 8/24 Steering Committee meeting. She stated that Director Curtis Child had questions about the need for a comprehensive report on how case closure affects our funding incentives. How is the Case Closure Workgroup addressing this?

Kathie Lalonde indicated we really couldn't put specific dollar figures in the group report unless there was a study of economic impact, which this group most likely does not have the time to perform.

Ed Flores indicated that a small item will be 3-year Locate, whether it will be cost-effective and its impact on families.

D. paroleLEADS

Mike Meyerstein distributed information on the genesis of ParoleLEADS along with an example of an Internet Parole report and a list of phone contacts for training and information on ParoleLEADS.

E. SSA VERIFICATION

Kathie Lalonde discussed the identification and verification of Social Security numbers, using the NCP name and date of birth, from the Federal Parent Locate Service submitted

through CPLS. Fake Social Security numbers should not be submitted. If the SSN is unknown, leave the field blank when submitting information. The system will also go through various permutations to find a correct Social Security number, even if you have transposed some numbers. The system will scan for alternate birthdates.

Kathie Lalonde also distributed an FPLS Interface Guidance Document on Federal Case Registry Transaction Procedures that outlines the various process for identifying and verifying an SSN.

F. NO ADDRESS FOR CUSTODIAL PARENT

Jorie Townsley provided statistics for San Mateo County indicating that approximately 8.5% of cases do not have a valid address for the Custodial Parent.

Mike Meyerstein provided similar statistics for Tulare County showing that 12% of cases have no valid address for the Custodial Parent.

G. CASE CLOSURE RECOMMENDATIONS

The workgroup updated the Case Closure Matrix with recommendations.

H. ACTION ITEMS/HOMEWORK ASSIGNMENTS FOR NEXT SESSION

Action Item	Date Recorded	Assignee	Date Due	Date Closed	Resolution
E-mail website address to wrkgrp members to access Fed Action Transmittal 99-04 on federal case closure regs; proposed state regs and SOLEP	7/14/00	E.Flores	7/17/00	7/17/00	Done
Fed-Ex binders to each group member	7/14/00	K.LaLonde	7/17/00	7/17/00	Dept. decision to not FedEx binders
Review county policy and practices on Case Closure and provide copy for workgroup	7/14/00	S.Gallagher, M.Meyerstein, E.Todd, V.Womack, J.Townsley	7/24/00	7/24/00	Done
Review federal regs and comments	7/14/00	Everyone	7/24/00	7/24/00	Done
Review information on case closure in binder	7/14/00	Everyone	7/24/00	7/24/00	Done
Review SOLEP (soft closure) Proposal	7/14/00	Everyone	7/24/00	7/24/00	Done
Develop straw-man matrix	7/14/00	D.Wells	7/24/00	7/24/00	Done
Obtain case closure guidelines and practices of other states	7/14/00	E.Flores, L.Gershenzon	7/24/00		Done
Survey the 58 California county directors on case closure policies and practices. Provide copy of survey to wrkgrp	7/14/00	S.Gallagher	7/24/00	7/24/00	Done

Action Item	Date Recorded	Assignee	Date Due	Date Closed	Resolution
members					
Provide workgroup with written comments to proposed fed case closure regs	7/14/00	K.LaLonde			Unsure of what is needed for this action item.
Bring statistics showing how many cases fall into the criteria of (b)1 (no court order for current support and balance is under \$500). This was to provide a benchmark for a medium sized county.	7/24/00	J.Townsley	8/14/00	8/14/00	Done
Each county representative in the group will determine local percentage of cases that don't have SSN for the NCP.	7/24/00	S.Gallagher, M.Meyerstein, E.Todd, V.Womack, J.Townsley	8/14/00	8/14/00	Done
Provide information on ParoleLEADS	8/14/00	M.Meyerstein	8/28/00	8/28/00	Done
Provide information regarding verification of SSN through SSA	8/14/00	K.LaLonde	8/28/00	8/28/00	Done
ENCUSAL – review draft performance measures.	8/14/00	M.Snider	8/28/00		
Contact their UIFSA teams regarding recommendations for closing Responding Interstate cases	8/14/00	S.Gallagher, M.Meyerstein, E.Todd, V.Womack, J.Townsley	8/28/00	8/2800	Done
Find out how many cases they have without a valid address for the CP	8/14/00	S.Gallagher, M.Meyerstein, E.Todd, V.Womack, J.Townsley	8/28/00	8/28/00	Done
Report on the legal position of San Bernardino and Tuolumne County Attorneys about obligating NCPs for child support arrearages after parental rights are terminated (but before adoption of child is final)	8/28/00	L.Todd, S.Gallagher	9/11/00		

J. CROSSOVER ISSUES

The following are crossover issues identified by the Case Closure Workgroup.

Non-Judicial Forms – The group recommends that a standardized letter be developed for the CP when the NCP is deceased. They felt that it could be part of the case closure letter, but it should specifically address options for the CP, such as applying for SSA benefits or union-type benefits for the children.

Fair Hearings - The group felt that there should be a process, either through the complaint resolution or a fair hearing process, where a CP can find resolution when a case is slated to be closed for non-cooperation.

K. ATTACHMENTS

None